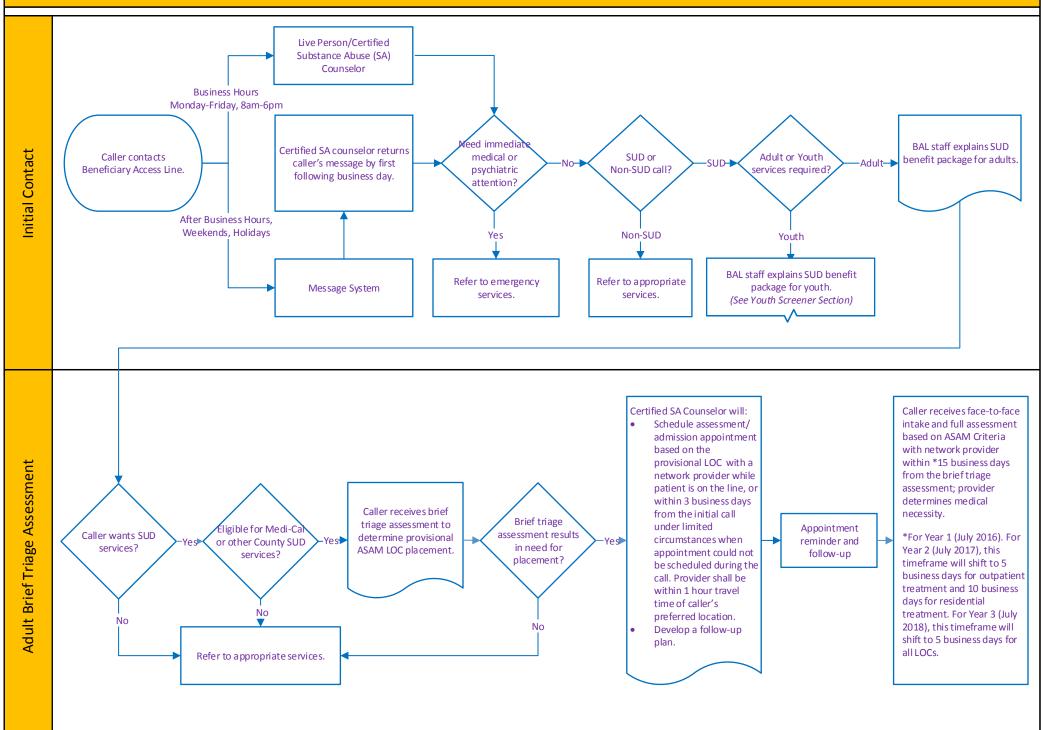
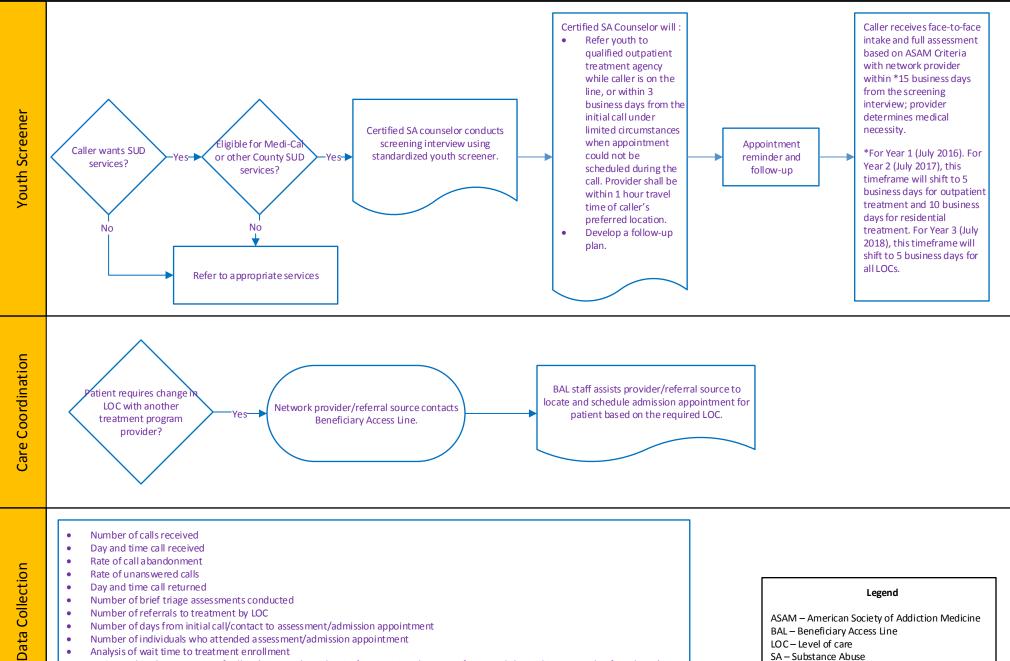
## Beneficiary Access Line Flow Chart for Youth (12-17 years) and Adult (18 years old and above)



File Name:Beneficiary Access Line - ASO C YSO C horizontal v22\_rev022416dtt.vsdx

## Beneficiary Access Line Flow Chart for Youth (12-17 years) and Adult (18 years old and above)



Analysis of wait time to treatment enrollment

Demographic characteristics of callers (age, gender, ethnicity/race, primary language if non-English speaking, ZIP code of residence)

Insurance status by health plan (e.g., L.A. Care, Health Net) and funding source (e.g., DMC)

LOC - Level of care

SA - Substance Abuse

SUD - Substance Use Disorder

File Name:Beneficiary Access Line - ASO C YSO C horizontal v22\_rev022416dtt.vsdx